

2017-2018 Consumer Satisfaction Survey Results¹

Average Satisfaction Rating² for Each Survey Question

★★★★★ Best ★ Worst

1) During your most recent home visit (initial enrollment, quarterly visit, etc.) were staff members...	On time?	★★★★★
	Respectful?	★★★★★
	Prepared and Organized?	★★★★★
	Able to explain the program clearly?	★★★★★
	Able to answer your questions clearly?	★★★★★
2) Does Consumer Direct provide you with the resources and support to train your employees to...	Follow your plan of care?	★★★★★
	Fill out their timesheet	★★★★★
	Follow Consumer Direct policies & procedures?	★★★★★
	Meet your healthcare needs?	★★★★★
3) Does Consumer Direct respect your...	Culture, spiritual beliefs, ethnicity and sexual preferences?	★★★★★
4) Please rate your overall satisfaction with Consumer Direct:	I would recommend this program to others.	★★★★★
	Directing my services has improved my quality of life.	★★★★★
	I have more control over the quality of my services.	★★★★★
	Overall, I am satisfied with Consumer Direct.	★★★★★

Overall Satisfaction Rating (weighted average all questions): ★★★★★

¹ A total of 14,186 surveys were mailed to Medicaid service recipients in ten states and the District of Columbia asking them to rate the services provided by Consumer Direct Care Network. Results based on 2,949 returned surveys or 20.79% of the survey population. Primary service models included Agency-Based Traditional, Agency with Choice, Fiscal Employer Agent, and Support Broker. TX (AllCare), NV, FL, ID, WI, and MT surveys conducted July through November of 2017. TX (Alamo), NM, AZ, AK, DC, and MI surveys conducted January through April of 2018.

² Weighted Average